

**Minutes of: HEALTH SCRUTINY COMMITTEE**

**Date of Meeting:** 27 July 2015

**Present:** Councillor Kerrison (in the Chair)  
Councillors E Fitzgerald, L Fitzwalter, J Grimshaw, S Haroon,  
K Hussain, Mallon, Skillen, S Smith and R Walker

**Also in attendance:**

**Public Attendance:** No members of the public were present at the meeting.

**Apologies for Absence:** Councillor Adams and Councillor T Pickstone

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#### **HSC.219 DECLARATIONS OF INTEREST**

Councillor Joan Grimshaw declared a personal interest in all matters under consideration as a Member of the Patient's Cabinet.

Councillors Fitzgerald and Mallon declared personal interest in respect of agenda item HSC.224 as Councillors in Whitefield.

#### **HSC.220 MINUTES**

##### **HSC.220 MINUTES OF THE LAST MEETING**

Members of the Committee considered the minutes from the last meeting held on the 17<sup>th</sup> June 2015.

Members expressed concern with regards to minute HSC.98 - Pennine Acute Trust Maternity Services Update, members agreed that there had been a period of sustained questioning in relation to this issue. Members reported that it was only as a result of their persistent questioning that the issues in relation to "poor outcomes" had revealed that lives had been lost at the Trsut.

Members agreed that the minutes should be amended to include the level of seriousness voiced by Elected Members in respect of the serious untoward incidents involving Maternity services at Pennine Acute NHS Trust.

##### **It was agreed:**

That the subject to the above amendment that the minutes of the last meeting held on 17<sup>th</sup> June 2015 be approved as a correct record and signed by the Chair

#### **HSC.221 PUBLIC QUESTION TIME**

There were no questions from members of the public present at the meeting.

#### **HSC.222 ANNUAL COMPLAINTS REPORT - ADULT SOCIAL CARE SERVICES**

*Members of the Committee considered a verbal presentation from Sharon Wells, Customer Engagement Manager, Bury MBC, in respect of complaints received to Adult Social Care Services from 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015. The*

*accompanying report contained the following information:*

*There is a statutory requirement to produce an Adult Social Care Annual Complaints Report. The paper provides statistical data in graph format for the reporting period. The number of complaints received has increased by 5, 68% of complaints were responded to within 30 working days; the number of concerns raised by MPs and Councillors were 19; two cases were considered by the Local Government Ombudsman.*

*The Customer Engagement Manager reported that the Department provides services to approximately 4,886 individuals, 79 complaints therefore equates to 1.5% of customers. The Department received 410 compliments.*

Those present were given the opportunity to ask questions and make comments and the following points were raised:

*In response to a Member's question; the Customer Engagement Manager reported that the details of complaints that are upheld or partially upheld will be shared with the local and senior management team.*

In response to concerns raised by Member's in relation to the proposal to record complaints resolved within 48 hours as informal complaints; the Customer Engagement Manager reported that the change is to ensure that complaints are resolved as quickly as possible and the proposal is in the best interest of customers. The Assistant Director reported that if a complaint is resolved within 48 hours, it is still logged and recorded. Members sought assurances that the proposed changes to the recording of complaints would not result in reporting trends being missed.

With regards to the recording of data in relation to the ethnicity of a complainant, the Customer Engagement Manager agreed to review how the data was reported and whether it was in line with reporting mechanisms, within other council documents.

Members sought clarification in relation to the training provided to onsite/on-call wardens operating in sheltered housing.

**It was agreed:**

1. The report be noted.
2. The Assistant Director, Strategy, Commissioning and Procurement would provide an update for the next meeting in respect of the following:
  - a. The proposal to record complaints responded to within 48 hours as informal complaints.
  - b. How data is recorded in relation to complaints made by customers from the Black and Minority Ethnic community.
  - c. Training provided to wardens in sheltered housing in respect of what to do in a medical emergency, including accessing properties.

**HSC.223 NON EMERGENCY PATIENT TRANSPORT SERVICE**

Hadrian Collier Communications and Engagement Specialist, Blackpool Clinical Commissioning Group and Asiya Jelani, Arriva Transport Solutions attended the meeting to provide members of the Committee with an update in relation to the non-emergency transport service. The presentation contained the following information:

The service is provided by Arriva Transport Solutions (ATSL) and is commissioned by Blackpool CCG. For the non-emergency contract there are 27 rigorous quality Key performance indicators (KPIs) including eight enhanced standards for cancer and renal dialysis patients – all quality standards are monitored on a monthly basis.

In January 2014, NHS Blackpool issued ATSL with a Performance Improvement Notice as the standards of performance measured by the KPIs were not being met in full. ATSL submitted a performance improvement plan, details of which were circulated to Members; the plan identified each area and how improvements would be delivered.

Following implementation of the improvement plan, ATSL made steady progress, the maintenance of performance continues to date and NHS Blackpool lifted the Performance Improvement Notice in September 2014.

The Arriva Representative reported that the new satellite sites are in place across Greater Manchester including sites in Ramsbottom and Bolton.

The Arriva Representative reported that regular engagement takes place; including monthly contract meetings with commissioners, as well as regular meetings with each of the renal units and acute trusts and additional meetings with staff from the booking centres, Blackpool CCG and patient representatives. ATSL also undertakes patient feedback surveys twice a year.

Those present were given the opportunity to ask questions and make comments and the following points were raised:

The Arriva representative reported that the staff from Northwest Ambulance Service transferred into Arriva, following an initial period, Arriva reviewed the staff rotas and found it necessary to alter the staff working patterns to provide cover.

In response to a Member's question, the Arriva Representative reported that with regards to planning for periods of peak demand, Arriva now holds historical data which enables the control room to plan in advance. The planning is part of a continuous process and is undertaken ninety days in advance.

The Communications and Engagement Specialist, Blackpool Clinical Commissioning Group reported that as part of the procurement process there was extensive engagement with the Acute Trusts, Commissioners, GPs and patients with regards to the KPIs. Patient feedback in relation to the KPI, "patients to arrive within -45 or +15 minutes of scheduled appointment time", has indicated that patients would rather arrive too early for an appointment. If a patient is running late an Arriva representative would ring ahead to notify the clinic/hospital.

The Arriva representative reported that there are a number of variables to consider when planning the delivery of the non-patient transport service; the number of crew members required, the type of vehicle, the nature of the patients illness/disability, the requirement not to be on a vehicle for too long. The Arriva representative reported that all these variables needed to be taken in to account in order to deliver an efficient and effective service to patients.

In response to a Member's question the Communications and Engagement Specialist reported that there is an eligibility criteria for those wishing to access the non-patient transport service. The Booking centre is commissioned by the Clinical Commissioning Group and not provided by Arriva. Work is being undertaken to ensure the information obtained is consistent and all the information appertaining to the patient's medical condition is captured.

With regards to the constantly changing provision of healthcare, the Arriva representative reported that Arriva continue to work with providers, however Arriva can only transport a patient to an approved healthcare destination.

In response to a Member's question; the Arriva representative reported that the patient feedback questionnaire has recently been amended; the amended survey will provide Arriva and its Commissioners with more qualitative data.

The Communications and Engagement Specialist reported that the procurement process has begun and the preferred provider will be announced in October 2015 and following an extensive mobilisation period whereby the provider will have the opportunity to develop their service, they will commence in July 2016.

The Arriva representative reported that if Member's have any concerns in relation to complaints on behalf of their constituents she would ask members to forward them on to her and she would escalate them on Members behalf.

**It was agreed:**

1. A further update report in respect of the non-emergency patient transport service will be provided at a future meeting of the Health Overview and Scrutiny Committee.
2. The Principal Democratic Services Officer will liaise with representatives from Arriva to arrange a visit to the control room.
3. The Principal Democratic Services Officer will forward to members details of the email address at Arriva to which Elected Members can escalate complaints.

**HSC.224 PROPOSED CHANGES TO WHITEFIELD AMBULANCE SERVICE**

Marie Gamlin, Actor Sector Manager, Northwest Ambulance Service  
Sarah-Jayne Jones Roberts, Operational Manager, Northwest Ambulance Services, attended the meeting to provide members with a verbal briefing in respect of the proposal to close and relocate Whitefield ambulance service. An accompanying letter had been circulated to members containing the following information:

The North West Ambulance Service NHS Trust is currently undergoing an extensive review of its estates portfolio throughout the region. NWAS currently

has one 24 hour and one 12 hour emergency ambulance operating from the Whitefield station.

As part of this proposal, the 12 hour vehicle would relocate to Bury ambulance station and a rapid response vehicle (RRV) would operate from Whitefield fire station.

The Actor Sector Manager reported that the ambulances are on the road for the majority of their shifts which means for most of the time, stations are vacant. Once a patient has been taken to hospital, the vehicle will usually be despatched straight to the next patient and will rarely return to station except for a rest break, restocking or cleaning. It is anticipated that the remaining staff who occupy the offices will vacate the site in late 2015, at which time; a proposal will be made for disposal.

By opting for the relocation and eventual disposal of the whole site, the Trust believes it can save approximately £107k per annum, and any monies from the sale of current site would be reinvested in frontline services.

Those present were given the opportunity to ask questions and make comments and the following points were raised:

In response to a Member's question, the Operational Manager reported that there will still be Ambulances based at the stations at Ramsbottom and Bury, as well as three rapid response vehicles.

Councillor Fitzgerald, Besses Ward Councillor expressed concern that the building may fall into disrepair following the move. The Acting Sector Manager reported that work has been undertaken with the NWS Estates Manager to ensure the site is left in safe condition work will be disposed of as quickly as possible.

In response to a Member's question the Acting Sector Manager reported that the new site, will enable better access to the A56 and the motorway and will result in significant improvements in response times.

The decision to consider co-location with the Fire Service is part of a national move towards greater integration of the emergency services.

**It was agreed:**

1. The decision to re-locate Whitefield Ambulance Station be noted.
2. The Principal Democratic Services Officer will liaise with the Whitefield and Unsworth Township Co-ordinator with a view to this item being considered at the next meeting of the Whitefield and Unsworth Township Forum Meeting.

**HSC.225 WORK PROGRAMME UPDATE \*FOR INFORMATION\***

**It was agreed:**

1. The Health Overview and Scrutiny Committee approves the Health Scrutiny Work Programme.

2. There will be an additional meeting of the Health Scrutiny Committee held on Tuesday 22<sup>nd</sup> September 2015.

**HSC.226 URGENT BUSINESS**

There was no urgent business reported.